

Position Description



Job Title: Assistant Registrar	
Department: Center for Institutional, Faculty, and Student Success	Date: January, 2025
FLSA: Non-Exempt	Work Location: Carolina Campus
Employee Category: Classified Staff	Work Schedule: M-F, 8:00am – 5:00pm
Reports to: Registrar	Percent Employment: 100%
Direct Reports: N/A	

- I. **Job Summary:** The Office of the Registrar serves as the official custodian of student records, in a manner that is consistent with the College’s mission, accreditation, and licensure standards. Under the direction of the Registrar, the Assistant Registrar assists with all facets of the Office of the Registrar, as well as other various administrative duties necessary to the efficient operation of the Office. The Assistant Registrar will assume all duties in the absence of the Registrar.

II. **Job Duties:**

1. Assists in preserving the integrity, accuracy, and privacy of all academic records, and efficiently distributes these records in full compliance with applicable policies, laws, and regulations.
 - a. Assists the Registrar in their service as the institutional FERPA compliance coordinator, ensuring compliance with the Family Education Rights and Privacy Act (FERPA) as it relates to the assigned areas of responsibility and educates faculty and staff on FERPA compliance.
2. Assists in maintaining physical and computerized student records from matriculation to graduation, including:
 - a. Processing new student records, including assuring that all required documentation is received, setting up the cumulative academic folder, and entering students into appropriate databases.
 - b. Collecting and maintaining final grades, changing final grades as requested by appropriate administration, ensuring final grades are entered on a timely basis, and changing incomplete grades according to college policy.
 - c. Modifying bio/demographic information, including, but not limited to, names, citizenship, race/ethnicity, residency status, for all current and former students upon verification. The Office of the Registrar reports changes to this information as allowed by FERPA and as required by federal or state regulations.
 - d. Recording changes to student status and creating the student electronic (“notes”) file as information is by the Office of the Dean, Promotion Board, Honor Code Council, and/or Professional and Ethical Standards Board, including:
 - Academic standing and disciplinary decisions and, at a minimum, retains the initial notification letter to the student, the student’s appeal letter(s), and final outcome letter(s).
 - e. Adhering to the college record retention policy, which outlines the policies and procedures related to the retention and disposition of records.

3. Assists in providing proactive and responsive service to constituents, including providing timely and accurate data for institutional reports and submission of student data into external databases, according to FERPA guidelines.
 - a. Provides enrollment, grades, and status information to college administration.
 - b. Coordinates the review of all candidates for graduation and provides documentation of completion of degree requirements to the Dean, Promotion Board, Provost, and Board of Directors for approval of degree conferral.
 - c. Produces official transcripts, and verifies dates of attendance, enrollment, degree, graduation dates, academic and disciplinary standing and other information as requested and authorized by current students.
 - d. Produces official transcripts, and verifies dates of attendance, degree, graduation dates, and other academic information as requested and authorized by former students.
 - e. Provides student directory information as requested from various sources. (verify dates of enrollment, graduation, etc.).
 - f. Provides data for institutional reports as mandated by state, federal, and accrediting bodies, as well as other internal and external reports as required.
 - g. Provides information for the College's annual A-133 Audit.
 - h. Offers notary services for current students.
4. Establishes and maintains collaborative and effective working relationships with college departments, including but not limited to, Medical Education, Clinical Affairs, Student Services, and CIFSS.
5. Assists in the supervision of the annual development of the ERAS database towards "Match" for OMS IV students.
 - a. Provides Registrar portion of the MSPE in support of application for GME by students
6. Assists in the coordination and execution of the annual:
 - a. Orientation registration
 - b. Graduation exit process, including, the ordering and distribution of diplomas.
7. Assists in disseminating annual surveys, ensuring 100% completion, including:
 - a. AACOM Entering Student Survey
 - b. AACOM Graduating Seniors Survey
 - c. VCOM's Exit Survey
8. Assists the Registrar in their service as the Veterans Affairs (VA) Certifying Official.
 - a. Notifies VA of the enrollment status of veterans and other eligible persons.
 - b. Notifies SAA and VA of new programs, changes in programs, institutional changes such as changes in telephone numbers, address, certifying officials, etc.
 - c. Apprises supervisors of any internal problems which may affect service to VA students.
 - d. Keeps up to date on current VA rules and policies.
 - e. Assists VA students in applying for education benefits.
 - f. Maintains records of VA students and make available to the VA and SAA for inspection.

9. Assists in completing reports required by the U.S. Department of Education National Student Loan Data System (NSLDS).
 - a. Responsible for timely and accurate updates and maintenance of enrollment statuses in NSLDS, in accordance with federal enrollment reporting requirements.
 - b. Responsible for the initiation of the return of funds process through timely notification of the Business Office and Financial Aid Office regarding any changes in a student's enrollment status.
10. Ensures compliance with academic, regulatory, and accreditation policies and requirements.
11. Assists in the development of and maintains the policies, procedures, processes, and systems to support the Office of the Registrar.
12. Assist in ensuring continuous assessment and improvement of the services of the Registrar's Office.
13. Performs clerical functions incidental to office activities.
14. Assists with Accepted Students Day, White Coat Ceremony, and Graduation events.
15. Participates in professional and staff development activities that support the goals and objectives of the college.
16. Performs other duties as assigned.

III. **Required Qualifications:**

Education: BA or BS

Licensure or certification: N/A

Experience:

- Preferences are given to candidates who have at least five years' experience in Registrar's Office or Higher Education.
- Experience working with student records and large-scale databases.
- Knowledge of the rules, regulations, and laws regarding student records.
- Experience managing multiple projects within a rapidly changing environment.
- Proven ability to exercise tact, diplomacy and conflict resolution skills.

Skills/Knowledge:

- Self-starter/Motivated
- Ability to work with detailed information/data.
- Ability to develop, plan, and implement short- and long-range goals.
- Knowledge of organizational structure, workflow, and operating procedures.
- Ability to maintain confidentiality of records and information.
- Ability to plan, assess, and evaluate programs.
- Knowledge of records archiving and/or retrieval.
- Strong interpersonal and communication skills and the ability to work effectively with a wide range of constituencies in a diverse community.
- Ability to supervise and train employees, to include organizing, prioritizing, and scheduling work assignments.
- Ability to operate standard office equipment.
- Excellent computer literacy for understanding and daily operation of Student Information System and use of the Microsoft Office Suite.
- Strong team player and commitment to company values.

Successful candidate will be subject to a criminal history background check.

Regular, reliable, or predictable attendance is an essential function of the job.

- IV. **Working Conditions and Efforts:** The physical demands and work environment characteristics described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. The position requires a rapid pace, some days with long hours to meet expectations, long distance driving to rural sites, and the ability to organize, interpret, and utilize a large volume of information.

Physical Demands: While performing the duties of this job, the employee is required to ambulate (may be with use of assisted devices); sit, stand (or accommodate for standing); use hands and vision for teaching; use office equipment such as computers; speak to large and small groups of individuals for teaching; perform moderate telephone and poly-com communication/usage; occasionally be required to lift and/or move up to 50 pounds; drive distances up to five hours or to fly on occasion to other campuses or meetings.

Work Environment: Office environment. Outside travel required 0% to 5% of time. The noise level in the work environment is usually minimal, however the reception area with frequent visitors, phone calls and discussions may be distracting.

This position is classified as a non-exempt position because it does not require that the candidate/employee exercise independent judgement and discretion regarding matters of significance.

Employment with VCOM is “at-will”. This means employment is for an indefinite period and it is subject to termination by the employee or by VCOM, with or without cause, with or without notice, and at any time. Nothing in this position description or any other policy of VCOM shall be interpreted to be in conflict with or to eliminate or modify in any way, the “at-will” employment status of VCOM employees.

- V. **VCOM Core Values:** The employee is expected to adhere to all VCOM policies. As the environment is a professional college, VCOM faculty / staff are expected to dress and behave in a professional manner at work. VCOM faculty / staff are expected as VCOM employees, to be a person who obeys all laws and professional expectations of an upstanding citizen of the community. VCOM expects all employees to maintain a positive attitude in all working relationships with all VCOM departments, employees, medical students, prospective medical students, interns, and residents and to treat all other engaged in the duties of the employment, with mutual respect.

I am notified that the College is an equal opportunity employer and does not discriminate based on age, sex, sexual orientation, ethnicity, religion, or disability.